

Alex Maldonado

MIS Senior WAN/LAN Network /Systems / Engineer Administrator / IT Manager

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SENIOR WAN/LAN NETWORK/SYSTEMS ENGINEER/MANAGER (N.O.C) 19 Years

Summary:

- Demonstrated, in-depth, WAN / LAN administration, support & and engineering experience.
- Experienced in supporting large, complex WAN / LAN networks using N.O.C. Tools.
- Strong working knowledge of ITIL, structured cabling systems, network facilities, electrical and connectivity.
- Managed and supported Engineers on site and on the field, also deployed and managed the Help Desk Department.
- Experienced with ITIL best practices and Configuration Management Database concepts and Definitive Software Libraries.
- Experienced in design and development of an Asset Management Database for the ITIL (IT Infrastructure Library) framework.
- Performed gathering, analysis, development, and testing tasks as required by ITSM (IT Service Management) model.
- Ensured that the Configuration Management Process is distributed, understood and adhered to by all staff.
- Developed and maintained the Configuration Management process and its associated policies, standards, and procedures.
- Oversaw Configuration Management Database structure and ensure information is input and maintained regularly.
- Monitored incident, problem, change, configuration, service level, release and availability management processes.
- Substantial knowledge and experience with installation, support & maintenance of WiFi / 802.11 wireless LAN systems.
- In-depth experience and talent in using packet / protocol analyzers to discover network performance issues (Sniffers).
- Experienced in the deployment and maintenance of patches and updates using WSUS, MBSA and SMS scripts.
- Supported over 5000 user workstations Client/Server (Windows/MAC/Linux/Unix), with over 150 servers including, Windows NT/3Xx/4 and Server 2k Advanced Server, Windows Server 2003, Enterprise Edition and Datacenter Edition.
- In-depth experience on MS Exchange, N-Daemon, Citrix, Active Directory, NDS, Novell 3xx-5xx, and Win-Tel Servers.
- Provided server management, remote server deployment and operations using and HP RDP and Symantec Altiris
- Supported Ethernet 100/Gig and Token Ring, Clusters, SAN, Fiber, SMS, NLB, Failover, LD, NAS and Raid Controllers.
- Maintained Routers, Firewalls, DSU/CSU's, Switches and Frame Relays, and Satellite systems Connections.
- Monitored network issues on using N-Able, MOM, What's Up, Perfmon, CA, NetIQ, OpManager and HP Open View.
- Established and documented procedures for login scripts (Script Logic), network inventory and Help Desk Support.
- Provided POS (Point of Sale) application software support, integration and training.
- Maintained internet connectivity using main / backup providers also implemented Citrix Remote Access Farms.
- Analyzed and recommended changes and upgrades to network configuration and or users peripherals.
- Developed and managed projects to enhance and expanded the network, including cost analysis and design.
- Created and maintained official IT GPO and implemented an SMS for deploying patches, software and updates.
- Assisted in criminal investigations when applicable, monitored and advised of inappropriate network access by staff.
- Monitored virus protection and anti-spammers using Backup Exec and VERITAS, Postini and Barracuda tools.
- Cross-train select IT staff on administration and maintenance of necessary firewall and IDS procedures and duties.
- Established, implemented and maintained procedures on firewalls for administration and intrusion detection.
- Developed actions to be taken when unauthorized access to member information systems is suspected or detected.
- Monitored OpManager/N-Able/RAS/and Citrix logs and alarms for errors.
- Worked with the Help desk group to resolve problems quickly and educate the end users.
- Hired, trained and provided performance feedback and recommended salary increases, promotions, terminations, etc.
- Advises and coordinates annual internal security audit, and coordinates actions to meet ITIL Best Practice model.
- Excellent language/communication skills including the ability to address large groups.
- Strong written and oral communication skills and presentation skills.
- Responsible for continuing education and industry security practices by monitoring applicable web sites and forums.

WEB MASTER 12 Years

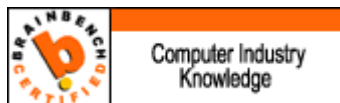
- Supported and update over 500 websites them using Html, Flash, Swish, Dream weaver, Home site, FrontPage, Photoshop Illustrator, Quartz, Corel Draw, Acrobat, Site Meter, Shockwave, asp, Javascript, cgi, and pearl tools.
- Modified, implemented and maintained a large farm of web servers using established development procedures.
- In-depth Experience of: (IIS) Servers, JAVA, Cobalt, Apache, SQL, Tomcat, Web logic, Web Sphere and Cold Fusion.
- Experienced in deployment of MAIL, DNS, DHCP, RAS, FTP, SMS, WINS, and Citrix servers.
- Managed multiple Frame-Relay, ISDN, ADSL, VoIp, Satellite, and Radio, Infrared, Wireless, T-1 and DS-3 circuits.
- Supported routers, DSU/CSU's, firewalls, switchers, local director, PIX firewall, back-ups, and UPS Systems.
- Updated websites with current security patches and Intranet/Internet daily.
- Prepared Testing Procedures using Mercury Interactive and others web analysis software.
- Maintained Source code and Deploy MTS packages also created and developed scripts to automate multiple tasks.
- Maintained Development environment for developer to test code also IN charge of their Safe Code storage.

CERTIFICATIONS

Brain Bench: Network Technical Support, Computer Technical Support and Computer Industry Knowledge.



Confidential



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Chief Network Engineer

Inner-solutions 2005 - 2006 Manhattan, New York

- In charge of the Engineer Department managing 19 Engineers.
- Performed Anti-Virus Updates, VERITAS Back-ups, and OS and applications security and patches using SMS.
- Installed and deployed Alloy Asset Management Server, Setup IIS and created Tech service Portal.
- Deployed multiples Citrix MetaFrame Servers, setup access rights also upgrade ICA clients.
- Deployed multiples SNMP probes, to Monitor Networks using MOM, N-Able/N-Central, and Op-Manager tools.
- Performed network assessments using inventory tools and created database for management and Audit.
- Designed and deploy servers, firewalls, routers and switches on new installations.
- Diagnosed multiples network using Sniffers and various other tools to determine bandwidth issues.
- Designed and deployed Cristal Reports XII server and connected to SQL database for reporting.
- Monitored routers, switchers, ports, servers, Ups, printers, and VPN activities on devices and services.
- Managed and supported users on Exchange Server Issues, Novell, and SQL servers.
- Administered IIS, E-mail, and terminal services remote access, MAS 90/200, ACCESS and MySQL.
- Troubleshoot various bandwidth and connectivity issues with service providers.
- Analyzed IDS/IPS, back-ups, UPS, and Firewalls errors logs and took appropriate action.
- Purchased and maintained software licenses also purchased equipment within the department budget.
- Created system documentation and procedures to provide a "Help Desk" support for several departments.
- Evaluated and implemented network design, expansion, and or connectivity issues.
- Researched industry information and attended seminars, trades show, magazines subscriptions and forums.
- Analyzed int/ext user needs and determined equipment and software requirements to provided better solutions.
- Managed multiple projects, vendors, and clients and performed all the necessary personnel development and training to ensure the company is at the forefront of all available technology.
- Supported engineers in the day to day service calls while on location.
- Provided a stable environment for application development, data testing and production stages on VMware ESX.
- Deployed applications to servers and conducted web testing to meet developer's requirement.
- Deployed Group Policies and login scripts, printers and shares over multiples domains.
- Push packages for updating windows patches and windows updates using SMS, Script Logic and ScanFi.
- Monitored new network attacks using IDS/IPS Cisco PIX, Fortinet, Nokia/Check Point and Sonic Wall Firewalls.
- Maintained the company Internet and Intranet sites.
- Collaborated with the web designers on ASP, DHTML, JavaScript, VbScript, php and Flash Development Issues.
- Installed, maintained, and troubleshoot mission-critical Data Center systems including hardware, OS, database, clustering, also established third-party applications EMC and Legato.
- Responsible for resolving network and client issues related to servers, desktops, Blackberry's and Treo's.
- Maintained a positive attitude, both towards the clients and towards teammates.
- Maintained and improved documentation and record on server and application issues.
- Provided on-call support; respond to pages in a timely manner and work with the team and departments including resolving issues; escalate system problems to management as necessary.
- Redirect DNS, MX, A, Cname, Reverse Lookup records to accommodated Barracuda and Postini Spam Filters.
- Monitored Networks using MOM, N-Able, OpManager, HP Open View, What's up Gold and wrote Custom MIB's, SNMP. WMI, Alerts, notifications, Network Discovery, IDS/IPS.
- Monitored Traffic, Ports, Bandwidth and Events Logs, Processes and Services using the N.O.C...
- Performed Exchange Mail Archiving to meet Sarbanes-Oxley Compliance using GFI Mail Archiving and ROM Drives.
- Maintained VoIP Systems Cisco Unity, Toshiba, QoS, Mobile IP-Phones, softIp and Northern systems.
- Replication and Clustering using Microsoft Cluster, EMC, VERITAS, High Availability, Active Passive and Failovers.
- Maintained Multiples Cisco Pix, Sonic Wall, Fortinet, Zone alarm, Vulnerability Scanners and assessment
- Provided graphics support for Visio, AutoCAD, Photoshop, Illustrator, Corel, Quartz, Media Re-Sizer, Swish MAX, Flash MX, Dreamweaver, Front Page and Publisher on users Desktops and Laptops.
- Deployed VMware ESX on Data Center using IBM Blade Servers to duplicated Infrastructure for Testing Apps.
- In Charge of the IDS Intrusion Detection and Prevention IPS, using Port Scanners, Packets Sniffers, Network Discovery, Penetration Testing, Bandwidth Monitor, Packets analyzers, Process and Services Monitoring, Exchange and SQL Monitoring, man in the middle testing, and Firewalls configuration Rules and Routing.
- Performed Exchange Testing of Private and Public IS size and integrity and Un-mount for Maintenance.
- Experienced on Windows NT, 2k, 2k3, R2, Data Center, Enterprise, Exchange, SQL, DNS, MX records, Reverse lookup, VMware ESX, DHCP and WINS Servers also Citrix, Live Communication, ISA, SMS, IIS, WebSphere, Web Logic, .NET, SBS, and Print & File Servers.
- Managed Wireless Networks, Perimeter Security, Access Points, Routers, Print servers, WAP, WEP, MAC Filtering, and WEP encryptions Keys.

Senior WAN/LAN Systems / Network Administrator

Network Support of Florida 2001-2006 Orlando, Florida

- Designed and supported over 1,400 SOHO networks in Central Florida from installing structural wiring, Cisco VoIP/Telco and WAN/LAN, setup wireless equipment; access points, bridge's, range extenders, antennas, wireless routers, wireless media center, IP cameras, VPN's, wireless network interfaces; PCI, USB, PCMCIA, and Bluetooth.
- Installed digital phone systems; Nortel, Vodavi, Toshiba, Vonage and Cisco IP Phones.
- Maintained the company Internet and intranet 250+ web servers. Collaborated with the web developers on ASP, DHTML, Web Sphere, Javascript, XML, Apache, VbScript, and php issues.
- Prepared Testing Procedures using Mercury Interactive, Web Logic web analysis software.
- Provided "First Line" systems support to all corporate employees.
- Communicate system-based issues to tech team members as warranted.
- Supported, repaired and installed software, OS and applications programs for end-users.
- Installed and repaired complex computer related hardware and Interacted with Help Desk daily also prioritized and scheduled work assignments based on user needs.
- Deployed a reliable and stable corporate hardware MLS VoIP networking infrastructure with XO.
- Developed a secure network environment with the use of login scripts, also monitored the network traffic in/out. Maintained patches and updates using SMS and AD GPO's.
- Established a disaster recovery planning, testing and implementation to provide lower costs, faster deployment, simpler maintenance, and reduced impact on managed servers.
- Maintained and update documentation of corporate systems hardware, software processes and IT procedures. Responsible for network outage reporting and scheduled maintenance.
- Available 24/7/365 for resolution of all networking and system related outages.
- Analyzed, diagnose, resolved and maintained complex issues of LAN/WAN network performance using Web load and stress testing tools like Mercury Interactive, web partner and others.
- Developed an outstanding problem-solving and customer service skills, with the ability to quickly locate problems and determine the appropriate hardware/software solution.
- Deployed test tools like Site Scope, and Load Runner to eliminate bottlenecks on web application infrastructure, and collected performance data from the entire application infrastructure to report the developers.
- Researched for an automated tool to collect performance data on web applications.
- Experienced on web loading tools that includes monitors or modules to monitor entire web application environment while under a load.
- Designed Stress tests on development and production server for memory, processor usage, and disk read, write time, cache information, load balancing, local caching and buffering, etc.
- Provided infrastructure support services on Microsoft Windows 2000/2003, Active Directory server platforms Advanced, Premium and Enterprise Editions, Wintel servers, MS Exchange 5.5 & 2000 and 2003, Sans', and MS/Compaq Clustering, Fibre Channel, Network Load Balancing, Failover and Firewall security, Storage Devices, VM servers, IIS, JAVA, Client/Server Apps.
- Managed web developers and web architects in their Safe Code storage to Provided a stable environment for application development, testing and production stages.
- Deployed applications to servers and conducted web testing to meet developer's requirement.
- Responsible for ensuring proper configuration and deployment of the storage and backup/recovery infrastructure.
- Responsible for ensuring proper deployment of new storage-related, server-based software.
- Responsible for deployment and configuration of fiber-channel storage networking infrastructure.
- Ensure that the technical environment is properly monitored and that any problems are rectified
- Identify storage performances issues and drive the development of tools for better system management
- Provides technical expertise in the development of collaborative platform client application/customer interface
- Created and maintained storage allocation. Identify and execute on proactive and preventative system upgrades
- Provided application support and maintenance for web applications involving dynamic solutions using Cold Fusion technologies, HTML, DHTML, Apache, Tomcat, JavaScript (Client and Server side) and IIS.
- Bug Investigation Analysis, replicate bugs and suggest potential solutions.
- Helped with reported bug routing and help prioritize
- Knowledge of IIS, MS SQL, Windows OS and Unix/Linux (basic).
- Performed unit and peer testing
- Assisted with system and integration testing
- Keep abreast of developing web technologies and issues
- Excellent written and oral communication skills
- Good analytical skill (ability to read and understand foreign masses of code).
- Able to work in a fast paced multi-disciplinary team environment
- At least 10 years experience in systems integration and development, package implementation and interactive design
- Understand and designed systems experience in Cold Fusion, IIS and MS SQL
- Know ledged of multiple technologies, including but not limited to those detailed above.
- Familiarity working with web servers, including IIS, VMware and Apache
- Familiarity with designing and implementing for dynamic, database-driven web sites.

Senior WAN/LAN Network/Systems Administrator

Walt Disney World (FAM/ACT) 1995-2001 Orlando, Florida

- Designed and build the Network Operations Center (N.O.C.) for Celebration City, FL Community Network and Supported Town Hall, Foundation Networks also supported Channel 12 tech issues.
- In charge of purchasing, installed and maintained the Web/IIS/Apache, (Exchange & Lotus CC).
- Supported SQL, Cold Fusion, Access and Oracle databases and (SAN) Storage Area Networks.
- Deployed Clusters, Lotus Notes, SMS, DHCP, DNS, Novell, NT.4, W2K Advanced server, Load Balancing, PIX Firewall, WinTel servers, Citrix, Active directory and IIS and FTP servers.
- Deployment of Palm Pilot Devices and Server.
- Designed and implemented a Disaster Recovery Back-Up System.
- Experienced on Disaster Recovery system for Active Directory, IIS, and Exchange servers.
- Setup tape changers, DAT, DLT's and Optical Media and Implemented a fireproof storage.
- Installed Structural wiring, racks and cable management systems and Setup interruptible power supply and Back-UPS/Generator and setup Citrix remote access.
- Familiar with virtualization technology, writing device drivers, Clustering and VPN technologies.
- Deployed VMware Tools and a suite of add-on utilities that, once installed in the Guest OS, improve guest OS experience and provide additional guest OS applications (drag and drop, shared folders, copy and paste etc).
- Installed 10/100/1Gig Cat-5 and fiber to communicate with other branches.
- Designed and installed fiber channel Compaq Cluster with RAID controller.
- Implemented security database. Installed voice and phone system using digital VoIP.
- Deployed pressurized laser fire management system.
- Obtained departmental requirements from different teams of developers, testers and technical writers. Meet with clients to resolved critical issues involving the capabilities of the (N.O.C.) and analyzed bandwidth issues.
- Maintained and updated Anti-Virus definitions tables and applications patches. Propagate changes and updates through the nodes using custom login scripts (Script Logic).
- Supported and repaired installed software programs for end-users. Installation, support & maintenance of Wi-Fi / 802.11 wireless LAN systems, Interacted with Help Desk to receive daily assignments
- Maintained Community NOC with 2000 residents Web, Mail, FTP, Back-Up's and Security Firewalls.
- Monitored Resident Network Activity for Commercial Usage, Mail Spamming and anti-virus violations.
- Supported cable, DSL, T-1's, Frame Relay, ISDN and Dial-Up connectivity between the residents and the NOC.
- Supported, monitored, tested, and troubleshoot all hardware and software problems pertaining to the LAN. Configure network equipment including Cisco 4000 as 5300 and 6000 series L3 switches, 9509 SAN switch, PIX firewall, VPN Concentrator, Local Director, Cisco Call Manager for VOIP, and others.
- Troubleshoot network difficulties, problems, and outages.
- Work in a team environment in the support and evaluation of the existing network.
- Created and updated documentation pertaining to the LAN.
- Configured, monitored and maintained wireless infrastructure using Cisco's WLSE.
- Configured and troubleshoot IDS, Radius, DNS/DHCP problems. Use tools such Cisco Works, TACACS, WhatsUp, sniffers, etc. and monitor the health of the network and nodes.
- Deployed change control procedures and policies for any emergencies or proposed changes to the development environment.
- Crash dumps debugging and troubleshooting.
- Multi-threaded design and programming.
- x86 assembly language programming.
- Performed Performance analysis & optimizations skills.

WAN/LAN NETWORK/SYSTEMS ADMINISTRATOR

Advanced Electrosystems 1990-1995 Orlando, Florida

- Purchased and migrated servers, workstations and other peripherals including laptops and printers from Cisco, Compaq, Dell, Intel, IBM, HP, WinTel, Sony, 3Com, Palm, Xerox, etc.
- Supported five offices in 4 states. (Extensive travel was required).
- Performed anti-virus and OS updates daily. Monitored the network using CA, HP Open view, and What's Up tools. Monitored routers, switchers and VPN activities on multiples T-1's on a 100 Gigabit Ethernet, Frame Relay LAN. Managed and supported users on NT, Novell, and Linux servers. Administer IIS, E-mail, remote access and databases servers SQL, ORACLE, ACCESS and Sybase. Troubleshot various bandwidth and connectivity issues. Analyzed back up, UPS, Firewalls and NT logs and took appropriate action.
- Purchased and maintained software licenses. Purchased equipment within the department budget. Created system documentation and procedures to provide a "Help Desk" support for several departments such as Engineering, Electrical, Graphic Arts, Architectural, Security, Management, Contractor's, Financial and Human Resources as well as other IT departments to consult, evaluate, and implement network design, expansion, or connectivity issues. Researched industry information by attending seminars, trades show, magazines subscriptions and news groups.
- Analyzed internal and external user needs and determined equipment and software requirements to provided better solutions. Managed multiple projects, vendors, and clients, performed all the necessary personnel development and training to ensure the company is at the forefront of all available technology.
- Supported web developers and web architects in their safe code storage, and the integration of their interfaces to the servers. Provided a stable environment for application development, testing and production stages. Deployed applications to servers and conducted web testing to meet developer's requirement.
- Developed a secure network environment with the use of login scripts, firewalls, and monitoring the network traffic in/out. Maintained patches and updates. Monitored new attacks from hackers and implement a secure environment for the network and clients using Cisco Pix, Axent, Check Point, Zone Alarm, Black Ice, Norton Anti-virus, Panda Gateway and McAfee.
- Maintained the company Internet and intranet sites. Collaborated with the web designers on ASP, DHTML, Javascript, VbScript, php and Flash Development Issues.
- Responsible for sales, purchasing, installation and training all Touch Screen Point of Sale Barcode Business Systems.
- Installed, maintained, and troubleshoot mission-critical Data Center systems including hardware, OS, database, clustering, also established third-party applications. Responsible for resolving network and client issues related to servers and desktop computers and related software. Maintained a positive attitude, both towards the clients and towards teammates. Maintained and improve good documentation and record with server and application issues.
- Provided on-call support; respond to pages in a timely manner and work with other team members and department staff in resolving issues; escalate system problems to management as necessary.

Education:

- 1976 – 1978 San Juan City College, Electronic Engineering.
- 1978 – 1980 Instituto Tecnologico de PR, Computer Science.
- 1980 – 1982 Cable Training Institute, Satellite Head-End and Cable Systems.

Contract Work:

- 2005 - 2005 Provided Network Support to Infrastructure, CLI, Spherion, FL, CA.
- 2004 - 2005 Provided Engineer for NLB, MS Clustering and Sans', WPI, FL.
- 2003 - 2004 Network Support Designed/Installed Medical Center Network, Ocala, FL.
- 2002 - 2004 Provided Network Support, SAP Conventions Support, FL, RHI.
- 2001 - 2002 Provided Network Support Server Farm and OS2 Servers, Vistakon, ACT, FL.
- 2000 - 2001 Network Support for Migration 500 Users 98-2k, Pavex corp., FL.
- 1999 - 2000 Provided Support for Y2K, American Computers Compliance, ACT, FL.
- 1998 - 1999 Provided Support for Migration, Quantum Resources, WDW.
- 1996 – 1998 Cable TV of York – Head Technician. York, P.A.

Objective:

To obtain a challenging position that allows me to apply my education, experience, and knowledge to provide a quality and fast service to the company and their customers.

GENERAL SPECIAL SKILLS:

- Graphics Designer and Webmaster, Flash, Dream weaver, FrontPage, Swish, Adobe Photoshop, Illustrator, Quartz, AutoCAD, 3D Rendering 3DStudioMax, Game Level MoDs Design, Visio, Office suites, MS access, SQL, Oracle, SCSI controllers, RAID, PDF Scanning OCR, Paperless Office, Intranets, html, css, asp, Javascript, cgi, perl, forums setup and administration, Troubleshooting and repair of PC, Laptops and all related peripherals, copiers, printers, scanners, IP Cameras, DVR, C.C.T.V., VCR, Card access, POS Systems, monitors, audio systems, fiber optic, CAT-5 and CAT-6 Structural Cableling installation.
- Experienced in the use of electronic test equipment such as voltmeters, amp meters, oscilloscopes, character, color bars, signal generators, video editing, dubbing equipment, variable power supplies, alignment tools, analog to digital converters, TTL, sniffers, data collectors, and bar code reader, cable testers, CLI, HVAC wiring and commercial generators.
- Hands on in soldering, surface mounting devices, telephone testers, data analyzers, wireless and wired security systems, card access systems, fire suppression systems, satellite equipment, Dish, LNA, LNB, receivers, paging systems, microwave communications, remote access, X-10.
- General experience in MIG/TIK welding, aluminum welding, acetylene welding, diesel mechanics, gasoline mechanics, snap-on scanner, fuel injector and charging systems, rotary engine builder (Mazda), Fork lift driver, flat bed or tow truck driving and pole climbing.
- Fiber glass repair including Gel Coat, Mat and Balsa layouts, air compressor painting lacquer, enamel, clear coat, and body work and finish (Trojan Yachts. PA).
- Microsoft OEM System Builders, Microsoft E-Open, Microsoft Action Pack, Microsoft Business Solutions Partner.
- Certified American Red Cross Lifeguard and Instructor.
- Founder Member of S.P.A.C.E. (Society for Private and Commercial Earth Stations).
- State of Florida Notary Public (12 Years).
- Bilingual (Spanish and English Fluent). Driver for Hire Florida License (Limo and Cabs).

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Thanks for your consideration.

Alex Maldonado

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